

Project Support Specialist – GS-12

Introduction

The Project Support Specialist is a developmental position. The incumbent will develop skills through on-the-job training and courses that will aid the accomplishment of Directorate/Project objectives. During the training period, the employee will rotate through several Project/Directorate organizations in order to understand the full scope of project support/control. Major duties include the following:

Core Requirements

Serves with the Deputy Project Manager for Resources (DPM/R) and the Project Support Manager (PSM) as an integral member of the Project business support team. Coordinates and evaluates all the Project Support activities utilizing the project support skills necessary in the execution of such complex and extensive technical undertakings. Project Support activities include the following:

Data Management

Administers, operates, and maintains the Project's technical hard copy and electronic libraries. Performs system management responsibilities in the areas of hardware maintenance, application software, and operating system software updates. Ensures the integrity of the file systems structure and implements changes as the system matures. Manage all data required by the Project to ensure accuracy, currency, and timely submission by the spacecraft contractor in accordance with contract requirements. Ensures that contractually required deliverable documentation is received, reviewed, and coordinated among the Project's Technical Staff, contractors, and other NASA organizations in accordance with contract requirements. Provides technical support to Project Library users.

Configuration Management

Monitors the exact configuration of all interrelated hardware and software, for both flight and ground systems requirements of the Project. Maintains accurate interface definition data and communicates such to all business and technical facets of the Project.

Examples of specific duties in support of the PSM are: revision of the CM plan, identification and documentation of configuration baselines; coordination of analysis with system engineers and business personnel; preparation of Configuration Change Requests and staff reports. Shall perform assigned CM audits.

Schedule Management

Monitors established time objectives for the Project and all of its related activities. Executes Project activities in accordance with those schedules, ensuring that work-around plans are developed. Advises management when specific milestones are unobtainable and continually assesses Project status in consort with the overall time objectives.

Examples of specific duties in support of the PSM include: advance planning, such as the investigation of alternate plans, development of work breakdown structures, and assistance in the development of Project-level plans. Other duties include schedule development, such as selecting

and implementing schedule control systems, establishing internal reporting procedures, participating in proposal evaluation and negotiations, reviewing contractors' systems, and developing Program Management Reports and master schedules and schedules operations, such as analyzing contractor reports, updating master schedules, and analyzing planned schedule vs. actual events.

Facilities and Equipment

The incumbent is responsible for helping the PSM plan and coordinate facility requirements. Generates and coordinates facilities modifications with the Facility Management Division (FMD) associated with personnel moves, repairs to facilities, etc.

Serves as the Project's focal point for requests for telephone changes in concert with physical moves of personnel, and establishes move schedules with the Transportation Branch.

With regard to equipment and document storage, the incumbent is responsible for maintaining an automated database for monitoring and controlling equipment and ensuring that inventory, protection, and disposition is in accordance with prescribed regulations.

Equipment Transportation

Regarding equipment transportation, the incumbent supports the PSM and is responsible for incorporating the requirements (including environmental) for transportation of all Project related equipment. The incumbent is responsible for ensuring that packing and handling requirements are met during shipping, that arrangements are made for appropriate modes of transportation, that schedules for equipment moves are coordinated, and that appropriate handling and loading equipment are available along with trained personnel at the origin and destination sites.

General Business

Personnel planning and space matters, general administrative and overall Project planning activities are also a part of the business management activities of the Project.

Additional tasks that the incumbent must coordinate include:

1. Serves as a Project support consultant and advisor, participating in management and technical working groups and special ad hoc advisory panels as may be necessary for expanding solutions to spacecraft or space vehicle development problems.
2. Serves as a member of Source Evaluation Board Business Management Committees as assigned.
3. In addition to helping the PSM monitor the project support activities of the Project, the incumbent is responsible for:
 - Personal review and analysis of the progress of the project support activities toward Project objectives.
 - Recommendations as to adjustments in project support staffing necessary to most effectively accomplish the project support mission. Develops statements of work and

- coordinates Project workforce staffing requirements with supporting directorates and monitors the workforce budget.
 - Participation in responses to audit and other inquiries by various activities such as NASA Audit, GAO, Center Management, and NASA Headquarters Program Management.
4. Frequently acts for or speaks for the PSM on project support matters.
 5. Initiates task orders for on-site contractor support as required, especially to provide assistance in scheduling, and configuration control. Assists the PSM in evaluating contractor performance in his/her area.
 6. Performs required travel.
 7. Performs tasks that are related to the position and are of an incidental nature.
 8. Through the PSM, the incumbent provides technical direction to support contractors. Establishes schedules for work accomplishment and reviews and evaluates the progress, quality, and quantity. Ensures that the contractor is briefed on policy, procedural, and administrative matters. Ensures that all requirements of the support contractor have been met. Due to a large volume of work on the Project, the incumbent must ensure with the PSM that established priorities are implemented as necessary to meet Project commitments. All actions must be coordinated through the contractor's appointed manager while ensuring that all rules and regulations applicable to on-site contractor support are applied and adhered to.
 9. The incumbent is responsible, under the guidance of the PSM, for the identification and control of hazards relative to safety of Project personnel and property. Such matters will be brought to the attention of project management and appropriate resolutions discussed. Accordingly, the incumbent is charged with implementing the requirements, procedures, and standards established in the GSFC Health and Safety Manual and related directives for optimized, accident-free mission accomplishment.

Other Information

Knowledge Required by the Position

The incumbent must be able to communicate effectively, orally and in writing; must be able to plan and organize work assigned; must have the ability to identify problems, analyze information, and apply project support principles to find solutions; and must have knowledge of flight hardware, ground hardware, test equipment and software to the extent of environmental requirements, handling, storage, and maintenance. The incumbent must have knowledge of computer-based data systems as to developing requirements, creating and implementing procedures operations, and performing system administration functions. The incumbent must have some knowledge of flight operations, flight equipment performance and analysis and satellite servicing, in order to interface effectively with other organizations.

The incumbent must be able to interpret and apply government and Agency constraints and funding rules, regulations, relationships, and administrative processes involved in developing and procuring hardware, studies, and other engineering services.

Supervisory Controls

The incumbent reports to and receives assignments from the DPM/R. The incumbent receives assignments in terms of specific objectives and has responsibility for converting objectives into programs and policies for others to use, and will adjust planning activities as warranted by program changes.

Recommendations for the initiation of new projects or alteration of objectives are evaluated in terms of availability of funds, workforce, and facilities, effect on program schedules, and compatibility with Project goals.

Difficult and demanding aspects of the assignments are worked out with the PSM and DPM/R and are accepted as programmatically accurate. Results of work are reviewed primarily for attainment of objectives.

Guidelines

The incumbent is often faced with broad guidelines such as general project plans, NASA and GSFC Procedures and Guidelines and instructions, and other documents unique to flight project activities. The incumbent must use his/her own judgement and ingenuity in interpreting the intent of the guides and goals that do exist and transmit these interpretations into day-to-day activities.

Complexity

With general guidelines from the PSM, the incumbent will organize, lead, direct, and coordinate specific objectives within the Project Support element. The work consists of broad functions including all aspects of contracts, phased development definition and direction, environmental requirements, and management of reviews and approval of documentation associated with the process. The incumbent will continually be confronted with programmatic problems that involve innovative methodology and interpretation before a satisfactory resolution can be achieved.

Scope and Effect

The Project Support Specialist's work products involve the development of contractor and government systems needed to manage and monitor the status of major U.S. space programs. It is essential that his/her work be carried out with excellence and the highest degree of effectiveness for the program to be managed successfully. It is essential that these systems (scheduling, configuration management, etc.) function properly in order to monitor the status of the individual elements of the program, develop work-around plans, and report on status in a timely and orderly manner. Failure to maintain this status could result in major programmatic impacts such as schedule delays, cost overruns, etc.

Personal Contacts

The incumbent routinely administers interfaces with technical managers and other support and administrative personnel within the Project and at the Center.

The incumbent interfaces regularly by telephone, or by personal contact when travel is required, with managers, resources and technical personnel at contractors' facilities.

Interfaces daily with on-site contractor personnel.

Purpose of Contacts

Acquisition of data relative to program schedules and other resources functions.

Dissemination of analyses, conclusions, and recommendations.

Participation in discussions and resolutions of problems or potential problems.

Physical Demands

Frequent travel between buildings on Center and occasional travel to contractors' plants is required. The incumbent will be expected to attend meetings where he/she must be attentive and sit for long periods of time.

Work Environments

The work is routinely performed in a typical office setting, meeting rooms, and conference rooms although some time will be spent in equipment storage areas and occasionally in a raised floor computer room. Travel by air and auto is an element of the position.